

**Transaction**

- ZPAA076
- SWBP
- PA40

**PA BPP**

## Appointment Change Action

See **Change Record** at end of document for updates to this BPP.

**Trigger:**

There is a need to process an Appointment Change action for one of the reasons listed in the Business Process Procedure Overview section.

**Business Process Procedure Overview:**

An appointment change is defined as the change in employee's type of appointment. Examples include, but are not limited to:

- Permanent
- Probation
- Time-limited
- Time-limited probationary

**NOTE:** Employee is not changing position numbers.

An Appointment Change occurs when an employee has successfully completed his or her probationary period and receives an appointment to either a permanent or a time-limited position. Based upon the supervisor's recommendation, the employee may transition from probationary status at two (2) years. In order for the employee to receive an increase in salary, an Appointment Change Action (rather than a Salary Adjustment Action) must be used. This is because the employee subgroup must be changed. When you create an Appointment Change, not all infotypes that display will require that you change information. Your agency, as well as the type of appointment change, determines this. Here are some of the fields that you may need to change:

- Employee Subgroup
  - if moving from Full-Time (FT) to Part-Time (PT), or vice versa
  - if moving from probationary or trainee to permanent
- Planned Working Time – if moving from FT to PT, or vice versa
- Basic Pay – if moving from FT to PT
- Monitoring of Tasks – example, trainee progression

**Reasons:**

- (08) Supplemental to Probation - Employee is changing from Temporary status to a Probationary status, within the same position, but the employee must serve a probationary period.
- (09) Supplemental to Permanent - Employee is changing from a Temporary status to a Permanent status, within the same position, in which the employment in the Temporary position satisfies the probation period and credentials have been verified.
- (11) Probation to Permanent - Employee has completed the probationary period.

- (03) Probation/Time-Limited to Time-Limited - Employee has completed the probationary time-limited period.
- (02) Time-Limited to Permanent - Employee has exceeded 36 months of employment or position is being made permanent.
- (22) Time-Limited to Probation - Employee is changing from time-limited status to probationary status within the same position.
- (04) Part-Time to Full-Time - Employee hours will be 40.
- (05) Full-Time to Part-Time - Employee hours will be less than 40.
- (06) Change in Hours - Part-time hours changing
- (07) Extension of Appointment - (No money involved)
- (10) Intermittent to Probation - Employee status that requires a probationary period
- (12) Permanent to Time-Limited - Employee status that is time-limited
- (13) Permanent to Supplemental - Employee status that is Temporary
- (14) Permanent to Intermittent - Employee status that is Intermittent
- (15) Change in FLSA – Employee overtime eligibility status (FLSA) is changing.
- (20) Supplemental to Time-Limited - Employee is changing from Temporary status to a Time-Limited status.
- (21) Supplemental to Probation TL - Employee is changing from Temporary status to Probation time-Limited status.

### Tips and Tricks:

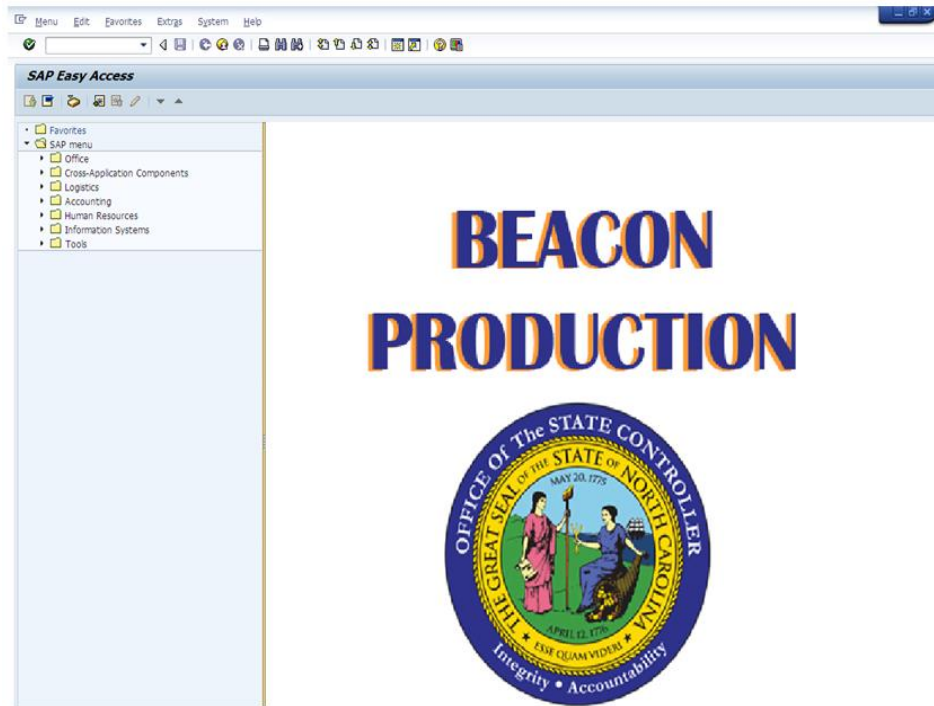
See the PA Tips and Tricks Job Aid for a fuller listing of Best Practices and Tips & Tricks. The job aid is located on the Training HELP website <http://www.osc.nc.gov/training/osctd/help/> in the following folder: *Personnel Administration > Job Aids*.

- The SAP Business Workplace is SAP's inbox and can be accessed by clicking on the **SAP Business Workplace** button, or by entering transaction code **SBWP** in the Command Field.
- The SAP Business Workplace inbox is where all workflow documents will be initiated/requested, and where all workflow documents will arrive for approvers to review and respond.
- In the SAP Business Workplace, workflow documents are SAP messages that are created and read similar to any outside emailing system (MS Outlook, Lotus Notes, etc.).
- For more information on the SAP Business Workplace, including an overview of all Tree Functions (folders, organization of the workplace), see the Job Aid *Business Workplace Overview Tree Functions*.

## Access Transaction:

Via Menu Path:	<i><b>NOTE:</b> Your menu path may contain this custom transaction code depending on your security roles.</i>
Via Transaction Code:	ZPAA076

## Procedure



1. Update the following field:

Field Name	Description	Values
Command	White alphanumeric box in upper left corner used to input transaction codes	Enter value in Command. <b>Example:</b> ZPAA076

2. Click the **Enter**  button.



You may want to enter this transaction code in your Favorites folder.

- From the menu at the top of the screen, choose **Favorites > Insert Transaction**.
- Type in **ZPAA076**.
- Click **Enter**.

To see the transaction code displayed in front of the link in your favorites, from the menu at the top of the screen:

- Choose **Extras > Settings**.
- Place a check next to **Display Technical Names**.
- Click **Enter**.

### Employee Action Request

Existing PCR No.

Personnel No.

88888899

laney Sue Taylor

Last 4 digits (SSN)

First

Last

Effective on

07/01/2011

Action Type

Z9

Appointment Change (NC)

Reason

11

Probation to Permanent

3. Update the following fields:

Field Name	Description	Values
Personnel No.	Unique employee identifier	Enter value in Personnel No. <b>Example:</b> 88888899
Effective on	The date on which the action will be effective	Enter value in Effective on. <b>Example:</b> 07/01/2011
Action Type	An action is a grouping of activities to perform a specific task. The action will prompt you for the Infotypes required to complete the task.	Enter value in Action Type. <b>Example:</b> Z9
Reason	Reason for the action, such as Probation to Permanent	Enter value in Reason. <b>Example:</b> 11

4. Click the **Enter**  button.

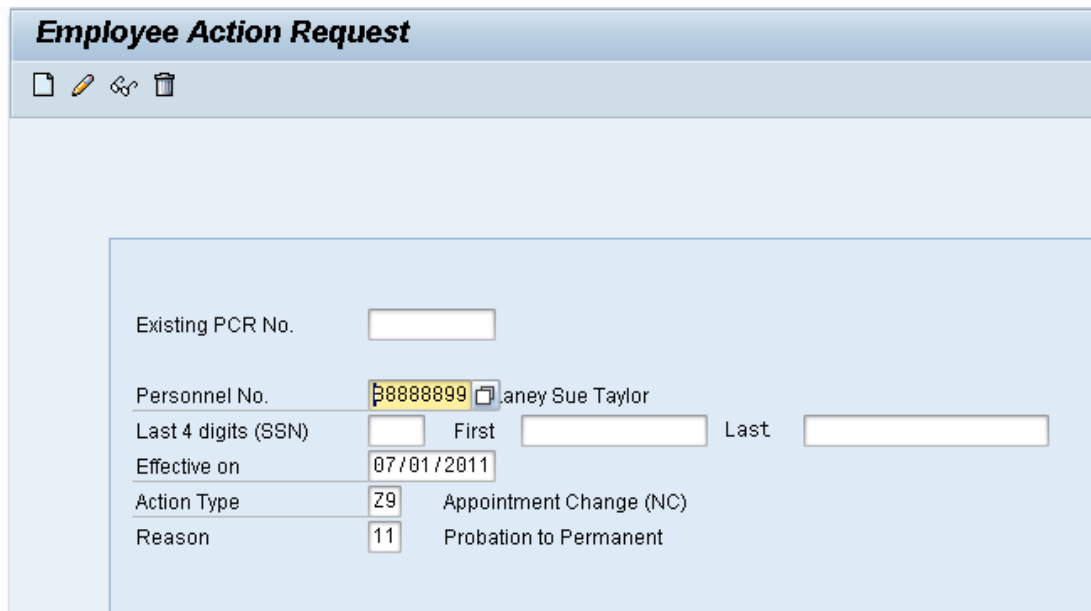
Enter the Personnel Number of the individual on which the the Appointment Change is be processed. Click **Enter** to retrieve the name of the individual and verify you have the correct Personnel Number.

If you need to look up the personnel number, click your cursor in the field and click on the matchcode search button to the right of the field for search options.

The system defaults the current date, but you may change the date to a day in the past or in the future. OSHR approval is required for Actions that exceed 60 days in the past.

There are several available Reasons to choose from. For specific information on each reason, view the business process overview section at the beginning of these instructions.

Click Enter to verify the information is correct before proceeding



The screenshot shows the 'Employee Action Request' form. At the top, there is a title bar 'Employee Action Request' and a toolbar with icons for print, edit, undo, and delete. Below this is a large light blue box containing the form fields. The fields are: 'Existing PCR No.' (empty), 'Personnel No.' (38888899) with a dropdown arrow, 'Last 4 digits (SSN)' (empty), 'Effective on' (07/01/2011), 'Action Type' (Z9) with a dropdown arrow, and 'Reason' (11) with a dropdown arrow. To the right of the 'Personnel No.' field, the name 'laney Sue Taylor' is displayed. Below the name, there are three input fields labeled 'First', 'Last', and 'Middle' (partially visible). The 'First' field is empty, and the 'Last' field is empty. The 'Middle' field is partially visible and empty.

5. Click the **Create (F5)**  button.

If the information is correct, click **Create** to begin the process.

Leave the **Existing PCR No.** field blank if you are creating a new PCR.

Several fields on this screen are mandatory. The system will not let you continue if you have not provided data for the mandatory fields. If you are unsure which fields are mandatory, click Enter, and the system will prompt you for information in the mandatory fields.

Employee Action Request			
Initiate WF			
PCR Number			
Personnel Number	88888899	Laney Sue Taylor	Action: 29 Appointment Change (NC)
Last 4 digits(SSN)			Reason: 11 Probation to Permanent
Effective on	07/01/2011	Chng	St:
<b>CURRENT</b> Pers.Area 4601 Cultural Resources Subarea NC01 7day Norm  EE Group A SPA Employees EE Subgroup B2 FT S-FLSAOT Prob  Org. Unit 20010124 CR CABSEC Chief Deputy Se Job 30000252 Office Assistant IV EE Position 60090774 Office Assistant IV		<b>PROPOSED</b> Pers.Area 4601 Cultural Resources Subarea NC01 7day Norm  EE Group A SPA Employees EE Subgrp B1 FT S-FLSAOT Perm  Org. Unit 20010124 CR CABSEC Chief Deputy Se Job 30000252 Office Assistant IV EE Position 60090774 Office Assistant IV	
<b>Basic Pay</b>			
Pay Scale type	01 Graded	Pay Scale type	01 Graded
Pay Scale Area	01 Annual Salaries	Pay Scale Area	01 Annual Salaries
Pay Scale Group	GR59 Level GR	Pay Scale Group	GR59 Level GR
Annual Salary	30,150.00 Hrly Sal 0.00	Annual Salary	30,150 Hourly Salary
	Calc Step - -MP		Calc Step - -MP 0.00
	Min 25,705.00		Max 38,759.00
			Next Inc Date
<b>Dates</b>			
Last day worked			

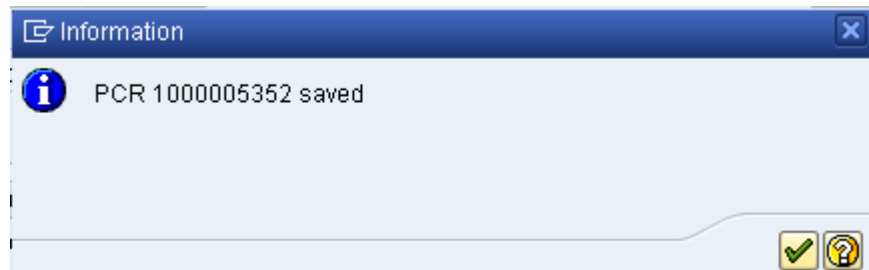
6. Update the following fields:

Field Name	Description	Values
EE Subgrp	Employee's type of appointment	Enter value in EE Subgrp  <b>Example:</b> B1
Annual Salary	Employee's annual basic pay	Enter value in Annual Salary.  <b>Example:</b> 30150



7. Click the **Enter**  button.

Enter the salary/hourly information in the Annual Salary or Hourly Salary field. Clicking Enter will allow you to validate the data.

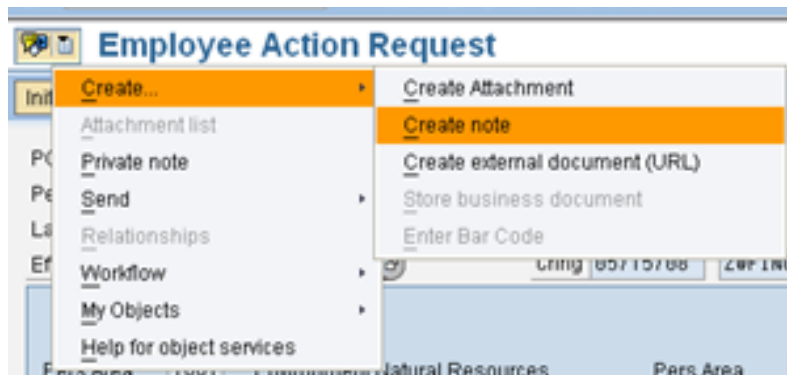
If the employee is an hourly employee, you will have to enter the hourly amount. The annual amount doesn't populate for hourly/salary employees. The system will calculate on IT0008 Basic Pay when created.




You may save this information as many times as you like, each time you will receive a confirmation of the save. You will not be able to create a note attachment until you have saved it at least once. If you have already submitted the PCR to workflow, you will not be able to change the details, nor save any new information, only display the existing details.

8. Click the **Enter**  button.
9. Click the **Save (Ctrl+S)**  button.

Review the data prior to saving. If the data is correct, click Save.



10. Click the **Services for Objects**  button.
11. Click **Create... >> Create note**.

You may enter any information that would be useful to the approvers downstream using the notes area, or attachment area. If you just need to type some information in, or copy and paste from an email, create a note. If you want to add a document as an attachment, use the attachment area.

Follow the OSHR or Agency-specific guidelines on notes and attachments to be added.

**Create note**

Title of note: Appointment Change Justification

Enter the appropriate justification here based on Agency or OSHR policy and guidelines.

The attached note may be entered here after saving the PCR prior to initiating workflow, or after submitting workflow in the display mode of the PCR. The note will remain with the PCR.

The note will not transfer to the Action process, but will remain with the PCR, and can be copied from the PCR and pasted into a note on the Action screen when processed. This means that the information must be entered in 2 places – on the PCR and on the Action.

✓ ✗

12. Update the following fields:

Field Name	Description	Values
Title of note	The short text to act as the title of the attachment	Enter value in Title of note. <b>Example:</b> Appointment Change Justification
Long text	An open text field	Enter value in long text. <b>Example:</b> appropriate information

13. Click the **Enter**  button.



CURRENT		PROPOSED	
Pers.Area	4601 Cultural Resources	Pers.Area	4601 Cultural Resources
Subarea	NC01 7day Norm	Subarea	NC01 7day Norm
EE Group	A SPA Employees	EE Group	A SPA Employees
EE Subgroup	B2 FT S-FLSAOT Prob	EE Subgrp	B1 FT S-FLSAOT Perm
Org. Unit	20010124 CR CABSEC Chief Deputy Se	Org. Unit	20010124 CR CABSEC Chief Deputy Se
Job	30000252 Office Assistant IV	Job	30000252 Office Assistant IV
EE Position	60090774 Office Assistant IV	EE Position	60090774 Office Assistant IV

Basic Pay	
Pay Scale type	01 Graded
Pay Scale Area	01 Annual Salaries
Pay Scale Group	GR59 Level GR
Annual Salary	30,150.00 Hrly Sal 0.00
Calc Step - -MP	
Min	25,705.00
Max	38,759.00
Next Inc Date	

Dates
Last day worked

14. Click the **Initiate WF**  button.

Select the Initiate Workflow button to send the Appointment Change Action through the approval process. No changes can be made after the PCR has been submitted for approval, unless the PCR is rejected at any stage and sent back to you (the initiator/requestor).



15. Click the **Enter**  button.

**NOTE:** To view the PCR, including notes and/or attachments, see the Display PCR Job Aid located on the Training Help website <http://www.osc.nc.gov/training/osctd/help/> in the following folder: *Personnel Administration > Job Aids*.

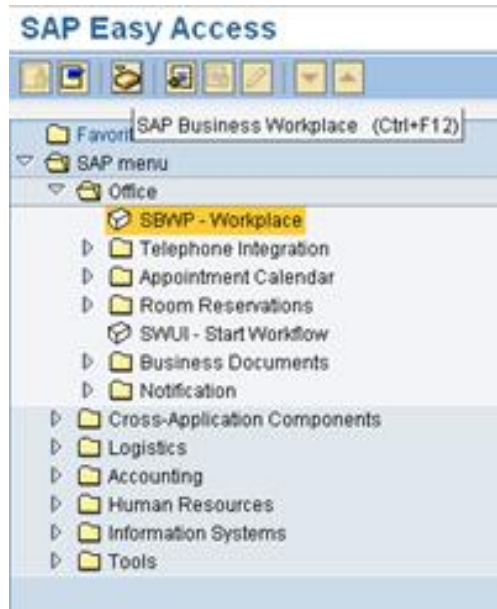
16. Click the **Back (F3)**  button.
17. The Initiate Appointment Change Action is complete.


After Workflow Approvals have been received, proceed with the Complete Appointment Change Action process.

## Instructions for Completing the Action

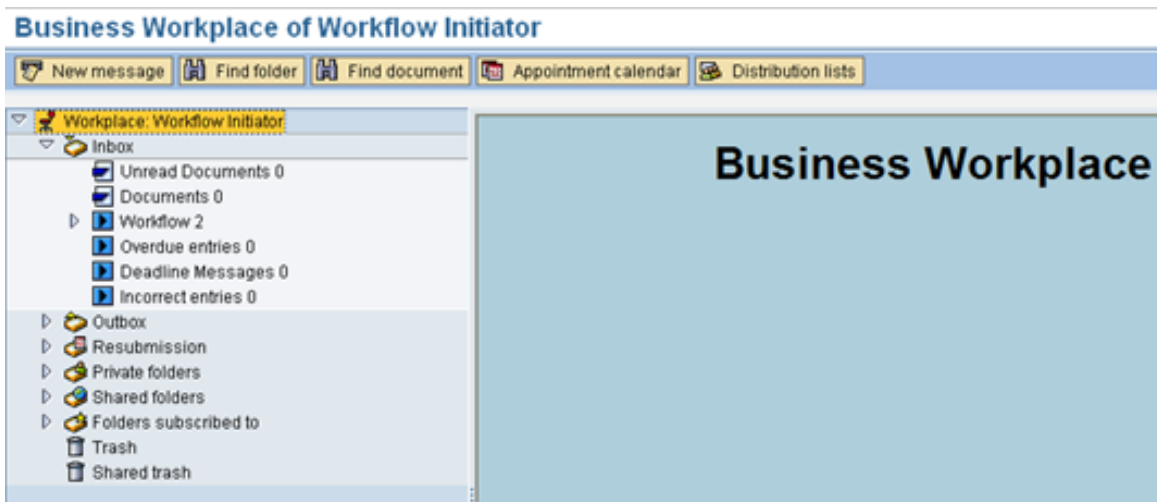
### Access Transaction

<b>Via Menu Path:</b>	SAP menu ==> Office ==> SBWP - Workplace
<b>Via Transaction Code:</b>	SBWP, PA40



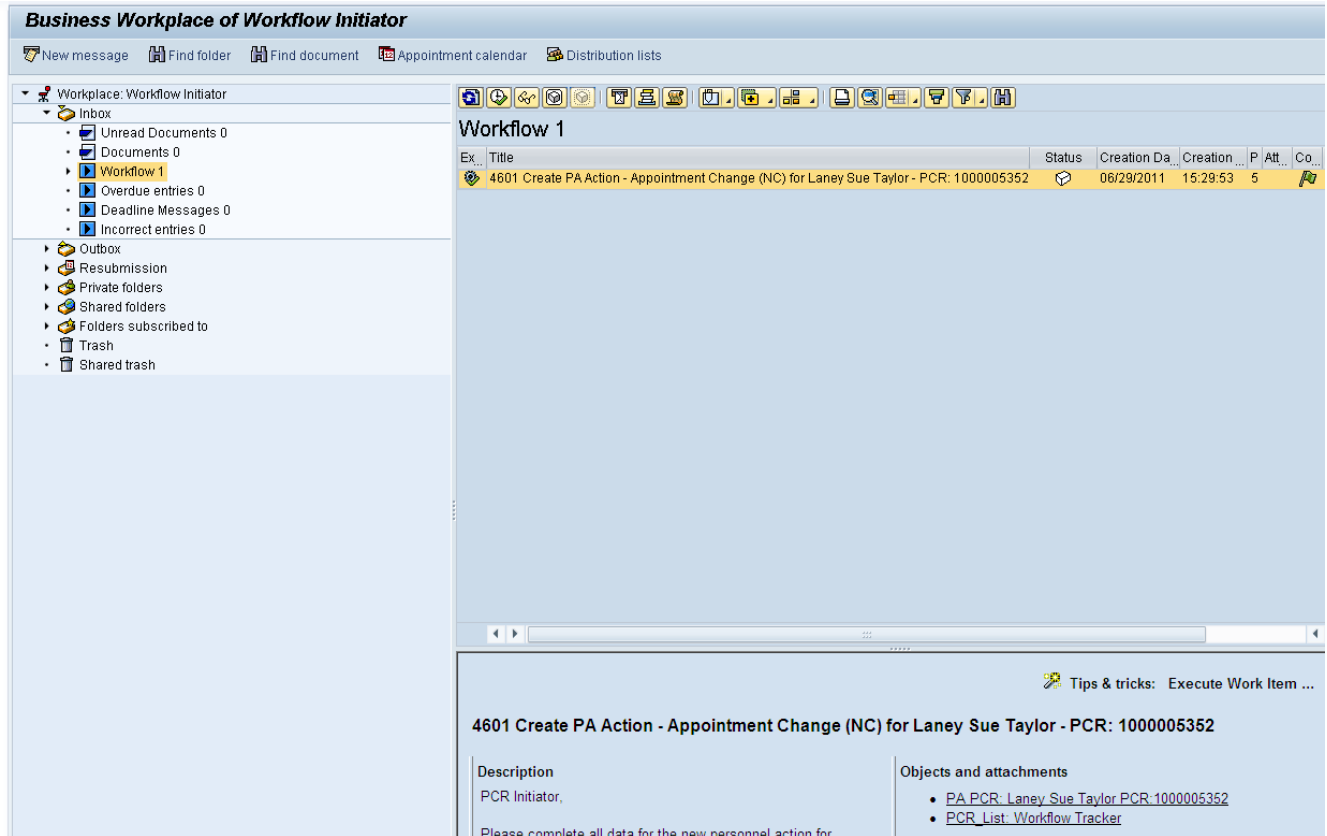
18. Click the SAP Business Workplace (Ctrl+F12)  button.

These instructions assume you have already initiated the Appointment Change Personnel Change Request (PCR) in workflow, and you have an approved PCR ready to be processed as an Appointment Change in the system.



19. Select **Inbox >> Workflow**.

You can process using step 20 or step 21.



20. Select the **PCR** **4601 Create PA Action - Appointment Change (NC) for Laney Sue Taylor - PCR: 1000005352** row. Double-click on row.

A list of your approved (or rejected) PCR's are listed on the right side of the screen. You may view the PCR details and/or Workflow Tracker details prior to executing the PCR if desired. Once the PCR is executed the Appointment Change action will be launched.

21. Click the **Execute (F8)**  button.


22. Update the following field:

Field Name	Description	Values
From	Effective date of the personnel action	Enter value in From.  <b>Example:</b> 07/01/2011

23. Highlight the **Appointment Change (NC)** action type.

24. Click the **Execute (F8)**  button.

Verify this is the individual for whom you will be processing the Appointment Change action.

  
**CRITICAL!**

The effective date is the date the Appointment Change will go into effect, and **MUST** match the date that was submitted as the effective date on the original PCR. The system will not fill this date in - you can find the date on the PCR display from your inbox if you do not know the effective date on the original PCR (not necessarily the date the PCR was submitted, but the date the Appointment Change is to be effective).

### Copy Actions (0000)

Execute info group
 Change info group

Pers.No. 88888899  
 Name Laney Sue Taylor  
 EEGroup A SPA Employees PersA 4601 Cultural Resources  
 EESubgroup B2 FT S-FLSAOT Prob  
 Start 07/01/2011 to 12/31/9999

**Personnel action**

Action Type Z9 Appointment Change (NC)  
 Reason for Action 11 Probation to Permanent

**Status**

Customer-specific  
 Employment 3 Active  
 Special payment 1 Standard wage type

**Organizational assignment**

Position 60090774 Office Assistant IV  
 Personnel area 4601 Cultural Resources  
 Employee group A SPA Employees  
 Employee subgroup B1 FT S-FLSAOT Perm

**Additional actions**

Start Date	Act.	Action Type	ActR	Reason for action

25. Click the **Enter** button.

Record valid from 01/10/2011 to 12/31/9999 delimited at end

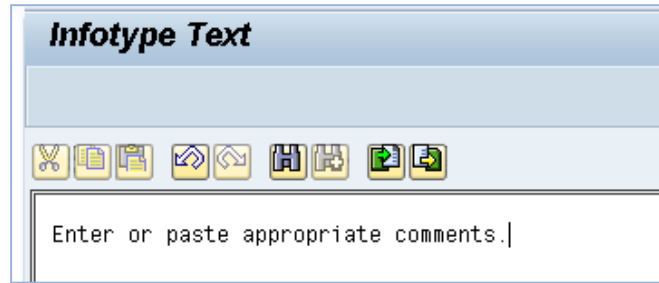
The system will provide a yellow warning message informing you the existing record will be delimited. Click Enter past this warning message.

Notice at the top of this screen the title includes the word “Copy”. This action takes the original action and makes a copy of it, delimiting the previous record and saving the new record. The word “Create” in the title indicates that this infotype is being created on this person's record for the first time.

Person and position have different employee groups/subgroups

When the employee subgroup is different from the position employee subgroup you will get a warning message. Click Enter past this warning message.

26. Click **Enter** to continue.




The 'Infotype Text' form has a title bar, a toolbar with icons for cut, copy, paste, undo, redo, bold, italic, and print, and a text area with the placeholder text 'Enter or paste appropriate comments.'.

27. Click **Edit, >> Maintain text** to add your comment based on agency or OSP Policy/Guidelines.

Remember you can cut and paste from the PCR.


28. Click the **Enter**  button.


29. Click the **Save (Ctrl+S)**  button.



The 'Create Organizational Assignment (0001)' form is divided into several sections: 'Org Structure' with fields for Personnel No (88888899), Name (Laney Sue Taylor), EEGroup (A SPA Employees), PersA (4601 Cultural Resources), EESubgroup (B2 FT S-FLSAOT Prob), and Statu (Active); 'Enterprise structure' with fields for CoCode (NC01 STATE OF NC), Pers.area (4601 Cultural Resources), Subarea (NC01 7day Norm), Cost Ctr (4699999999 CULTURE RESOU...), Bus. Area (4600 Cultural Resources), Fund (4699999999 CULTURE- SUSP...), and Func. Area (6000000000000001 General Government); 'Personnel structure' with fields for EE group (A SPA Employees), Payr.area (01 NC Monthly), EE subgroup (B1 FT S-FLSAOT Perm), and Contract; and 'Organizational plan' with fields for Percentage (100.00), Position (60090774 101000001023 Office Assistant IV), Job key (30000252 Off Ast Office Assistant IV), Org. Unit (20010124 48010101005 CR CABSEC Chief D...), and Org.key (460146999999999). There is also an 'Assignment' button.

30. Click the **Enter**  button.

31. Click the **Save (Ctrl+S)**  button.

Copy Planned Working Time (0007)			
 Work schedule			
Personnel No	88888899	Name	Laney Sue Taylor
EEGroup	A	SPA Employees	PersA 4601 Cultural Resources
EESubgroup	B1	FT S-FLSAOT Perm	Statu Active
Start	07/01/2011	To	12/31/9999
Work schedule rule			
Work schedule rule	D01N086N MTWHF-8,SaS-O		
Time Mgmt status	1 1 - Positive Time Recording		
Working week	07 Wk - Sun (mdnt) - Sat		
<input type="checkbox"/> Part-time employee			
Working time			
Employment percent	100.00		
Daily working hours	8.00		
Weekly working hours	40.00		
Monthly working hrs	173.33		
Annual working hours	2080.00		
Weekly workdays			


32. Click the **Enter**  button.

Adjust their work schedule as appropriate and save the data.

The Work Schedule Rule, Time Mgmt status and Working week defaults from the employee's enterprise structure. It is critical that you review for correctness (including the working week) and change the work schedule as appropriate for the employee if it is different from the one that defaults.

If the individual is part-time, be sure to check the Part-time employee box.

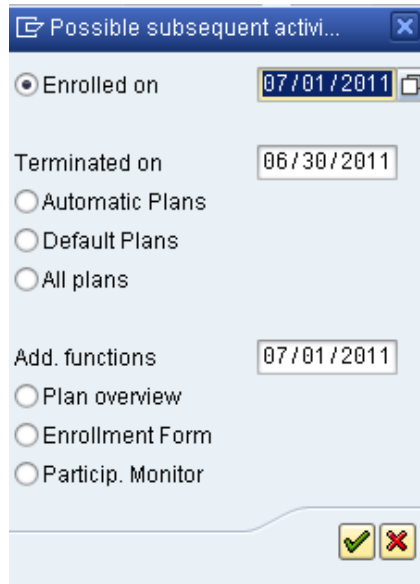
The defaulted work schedule is based on information provided by the various agencies and BEACON team members.

**CRITICAL!**

Subject employees must be positive time. Employment percent should always be 100%.

33. Click the **Save (Ctrl+S)**  button.





Possible subsequent activi...

☒ Enrolled on 07/01/2011

Terminated on 06/30/2011

☐ Automatic Plans

☐ Default Plans



☐ All plans

Add. functions 07/01/2011

☐ Plan overview

☐ Enrollment Form

☐ Particip. Monitor

Subsequent activities should only be completed if the employee is transferring to a position in a different retirement system than his or her current position (for example – going from TSERS to LEORS).

34. Click the **Cancel (F12)**  button.

If you need to process changes to the benefits, click **Continue**. In this example we will not process changes to benefits, and will click **Cancel**.

### Create Basic Pay (0008)

Salary amount    Payments and deductions

Personnel No  Name

EEGroup  SPA Employees PersA  Cultural Resources

EESubgroup  FT S-FLSAOT Perm Statu

Start  to

Subtype  Basic contract

#### Salary

Reason  Appointment Change Cap.util.M

PS type  Graded WkHrs/period  Monthly

PS Area  Annual Salaries Next inc.

PS group  Level  Ann.salary  USD

Wa...	Wage Type Long Text	O.. Amount	Curr...	I...	A..	Number/Unit	Unit
1000	Regular Salary	2,512.50	USD		<input checked="" type="checkbox"/>		

IV  -   USD

35. Update the following field:

Field Name	Description	Values
Reason	Reason for the action, such as Appointment Change	Enter value in Reason. <b>Example:</b> Z9

36. Click the **Enter**  button.

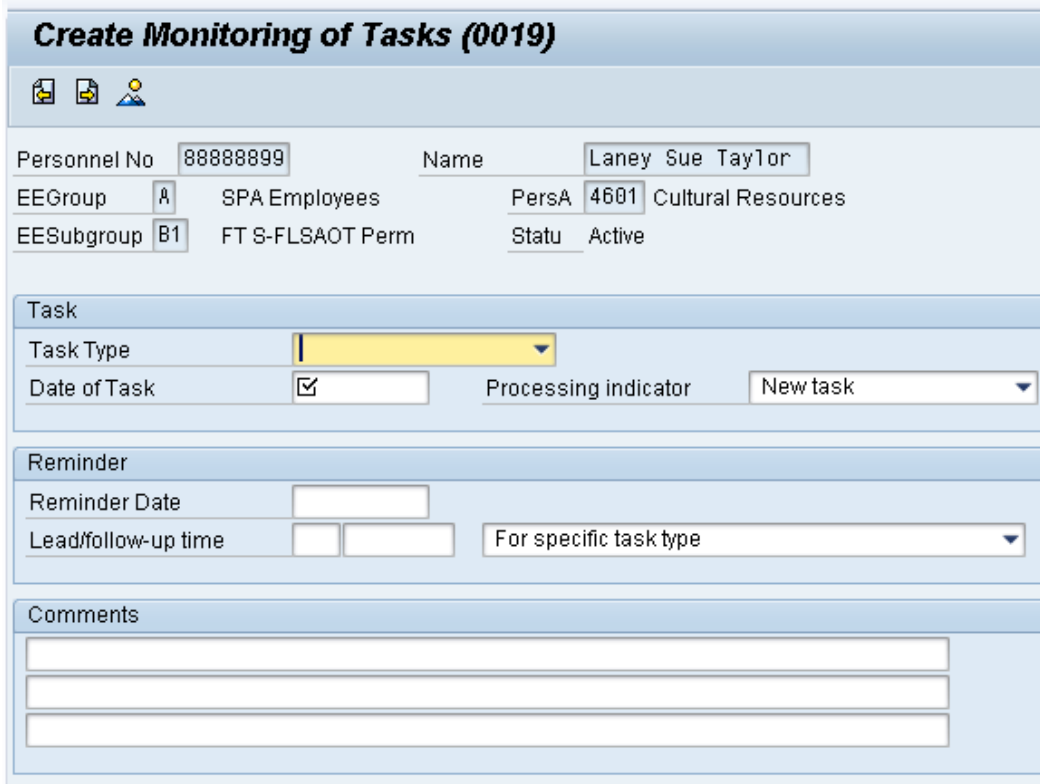
The pay scale values (pay scale type, pay scale area, pay scale group and level) have been designed to default based on the rules assigned to the employee's position. If the pay scale values do not default, please contact BEST Shared Services or your BEST HR Specialist.

Enter the Reason Appointment Change [Z9], and click Enter to validate the data. Notice the Annual Salary field has retrieved the amount submitted via workflow (or the hourly field if appropriate).

You will manually enter the hourly rate in the amount field; hit enter and the annual salary automatically calculates.

The Cap. Util. lvl should always be 100%. The Annual Salary should be the amount you are actually paying the employee. If at 40 hrs/wk EE was paid \$80,000 and now EE is only working 20 hrs/wk, the salary entered will be \$40,000. You are paying 100% of \$40,000.

37. Click the **Save (Ctrl+S)**  button.



**Create Monitoring of Tasks (0019)**

Personnel No 88888899 Name Laney Sue Taylor

EEGroup A SPA Employees PersA 4601 Cultural Resources

EESubgroup B1 FT S-FLSAOT Perm Statu Active

**Task**

Task Type

Date of Task ☒ Processing indicator New task

**Reminder**




Reminder Date

Lead/follow-up time  For specific task type

**Comments**

38. Click the **Next record (Shift+F7)**  button.

**Copy Date Specifications (0041)**

Personnel No  Name

EEGroup  SPA Employees PersA  Cultural Resources

EESubgroup  FT S-FLSAOT Perm Statu Active

Start  to


**Date Specifications**

Date type	Date	Date type	Date
<input type="text" value="01"/> Original Hire Date	<input type="text" value="01/10/2011"/>	<input type="text" value="02"/> Agency Hire Date	<input type="text" value="01/10/2011"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

39. Click the **Enter**  button.

**Information:**

Review and make any changes to follow your Agency Procedure/Process guidelines.

40. Click the **Save (Ctrl+S)**  button.

**Personnel Actions**

Object manager scenario: EMPLOYEE

- Person
  - Collective search help
  - Search Term
  - Free search

Personnel no. 88888899

Name Laney Sue Taylor

EEGroup A SPA Employees PersA 4601 Cultural Resources

EESubgroup B2 FT S-FLSAOT Prob CostC 4699999999 CULTURE RESOUR...

From 07/01/2011

Action Type	Personn...	EE group	EE subg...
New Hire (NC)			
Promotion (NC)			
Reinstatement/Reemployment(NC)			
Leave of Absence (NC)			
Quick Entry (NC)			
Investigatory WPay (NC)			
Suspension (NC)			
Non-Beacon to Beacon(NC)			
Transfer (NC)			
<b>Appointment Change (NC)</b>			
Reallocation (NC)			
Demotion (NC)			
Salary Adjustment (NC)			
Cancel Salary Adjustment(NC)			

41. Click the **Back (F3)** button.

This Work Item Has To Be Completed Explicitly...

Info Log Attachments Agents

### 4601 Create PA Action - Appointment Change (NC) for Laney Sue Taylor - PCR: 1000005352

**Description**

PCR Initiator,

Please complete all data for the new personnel action for Employee Laney Sue Taylor ~ Personnel #88888899 based on the attached request.

\* Make sure to Save your changes before exiting from the screen, and do not press the 'Complete Work Item' button until the necessary changes have been Completed.

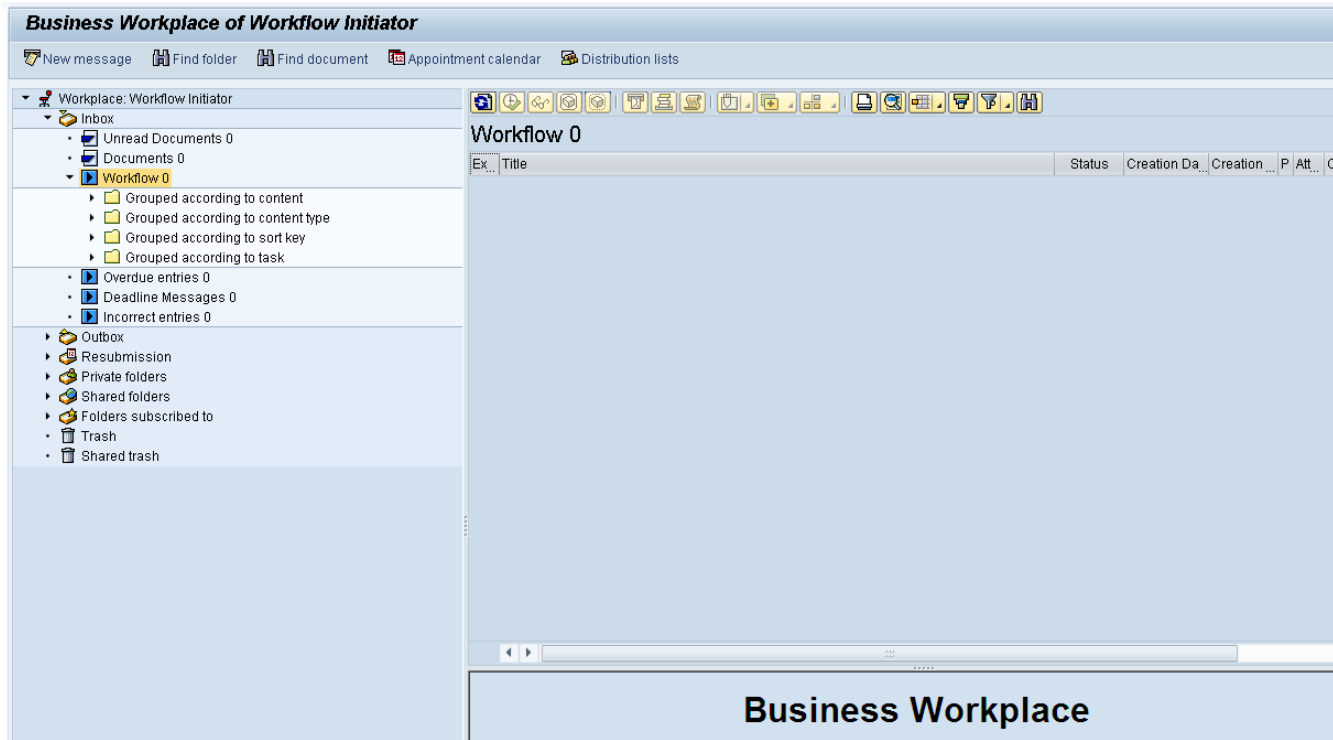
\*\* If you need to Cancel the entire PCR, click once on the work item to highlight it, press the 'Other functions...' button

**Objects and attachments**

- PA PCR: Laney Sue Taylor PCR: 1000005352
- PCR List: Workflow Tracker

Complete Work Item Cancel

42. Click the **Complete Item** **Complete Work Item** button.



43. Click the **Back (F3)**  button.

The Appointment Change Action is complete but we recommend reviewing via PA20 all infotypes that have been processed.

## Change Record

Change Date: 5/8/15	Changed by: W Creech
Changes:	<p>Business Process Procedure Overview</p> <ul style="list-style-type: none"> <li>• First set of bullets <ul style="list-style-type: none"> <li>○ Removed Trainee</li> </ul> </li> <li>• Par 3 (beginning “An Appointment Change occurs when...” <ul style="list-style-type: none"> <li>○ Line 1-2...removed <i>or training</i></li> <li>○ Line 3...removed (<i>or training</i>)</li> <li>○ Line 3-4...revised <i>status at two (2) years</i>.</li> </ul> </li> <li>• Second set of bullets <ul style="list-style-type: none"> <li>○ Changed Basic Pay to read <i>if moving from FT to PT</i></li> </ul> </li> <li>• Reasons <ul style="list-style-type: none"> <li>○ Retired the following reasons effective 6-1-15 <ul style="list-style-type: none"> <li>▪ (01) Trainee to Permanent</li> <li>▪ (16) Trainee to Probation</li> <li>▪ (17) Probation to Trainee</li> <li>▪ (18) Permanent to Trainee</li> </ul> </li> </ul> </li> </ul>

	<ul style="list-style-type: none"><li>▪ (19) Supplemental to Trainee</li></ul> Step 4: changed OSP to OSHR Step 11: changed OSP to OSHR (in Note graphic too)
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## Additional Resources

<b>Webinar</b>	<ul style="list-style-type: none"><li>• HR Conference Call/Webinar - November 16, 2010 <a href="http://www.osc.nc.gov/training/osctd/help/">http://www.osc.nc.gov/training/osctd/help/</a> Conference Calls and Webinars &gt; BEST Conference Calls &gt; November 16, 2010</li></ul>
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